

Vacancy Announcement

Announcement #	438-10148	Position	Medical Support Assistant		
PayPlan	GS	Series	0303		
TargetGrade	5	Target PD		Pay Range	\$31,315-\$40,706
Dev Grade	4	Dev PD		Dev Pay Range	\$27,990-\$36,384
1st Dev Grade		1st Dev PD		1st Dev Pay Range	
Opens	05/14/10	Closes	06/03/10	Openings	1
Tour of Duty, etc	Monday - Friday				
Special Comments	The procedures outlined in AFGE Master Agreement, Article 22, Section 8 will be followed. First consideration will be given to current Sioux Falls VAMC employees.				
Service	Extended Care & Rehab SL				
Section	CLC 3				
Area/Consideration	VA employees, veterans and status applicants				
Duty Site	Sioux Falls				
Major Duties	Acts as major clerical representative in the patient care area providing support to the physicians and nurses; instructing staff, consultants and public as the location and functional range of services and departments within the Medical Center. Provides administrative orientation and training to new clerical personnel, residents, Physician Assistants and nurses on ward procedures, computer entries, telecommunications and VA protocol. Responsible for admission procedures of new patients. Maintain medical records of all patients on the units. Triage incoming calls. Transcribe patient's medications and treatments from physician orders to IV medication cards and treatment sheets. Make computer entries for lab requests and for Nutrition and Food Service. Schedule appropriate tests/examinations/procedures at this medical center and as appropriate, at community and private clinics. Completed necessary computer entries for discharge or transfer of a patient. Maintain appropriate stock for applicable forms. Expedites all death records. Must have knowledge and				

understanding of medical terminology and medications and medical record procedures. Maintain the interdisciplinary patient care conference lists and notify significant other of the scheduled meeting.

Incumbent works independently under the general supervision of the Supervisory Program Support Assistant in Extended Care & Rehabilitation Service Line. Incumbent will have regular and recurring contact with patients, visitors, other hospital personnel, community clinics/hospitals, and the general public. Work is of a confidential nature and must be safeguarded against disclosure and/or loss. Physical demands include long periods of sitting, occasional standing, walking, stooping and/or bending. Occasional lifting and carrying of moderately heavy objects such as bulky medical records, and pushing/pulling file drawers. Extended periods of computer processing duties. Incumbent must be able to work under pressure of emergent conditions and tight deadlines. The work is performed in nursing station/office setting working in close proximity with patients and is exposed to communicable diseases.

Time In Grade

Qualifications

Applicants must have demonstrated that they have a sufficient level of knowledge, skills and/or abilities listed in Duties and Responsibilities and must possess the required competence to be rated eligible for consideration.

GS-4: Applicant must possess one year of general experience OR two (2) years of education above the high school level.

GS-5: Applicant must possess one year of specialized experience equivalent to the next lower grade level or four (4) years of education above the high school level.

General Experience: Experience that is progressively responsible clerical, office or other work that indicates ability to acquire the particular knowledge and skills needed to perform the duties of the position to be filled. Such experience may have been gained in such positions as a clerk-typist, receptionist, and program support clerk.

Specialized Experience: Experience which is directly related to the position to be filled and which has equipped the candidate with the particular knowledge, skills and abilities to successfully perform the duties of the position. Such experience may have been gained in positions such as a

secretary, program support assistant, patient services assistant, and medical assistant.

The applicant selected at the lower grade level will be promoted to the next higher grade level without further merit promotion procedures provided legal and regulatory requirements are met and upon recommendation of the supervisor.

The complete OPM Qualification Standards Handbook defining the general and specialized experience as well as the provisions to substitute education for experience is available to review in Human Resources Management Service.

Rating Factors

Knowledge, Skills, Abilities and Other (KSAOs):

KSAO #1: Knowledge and understanding of medical terminology along with operating regulations of an office; i.e., directives, administrative practices and clerical procedures, security regulations, correspondence manuals, prescribed filing systems.

KSAO #2: Ability to communicate courteously, clearly and concisely both orally and/or in writing with people from a variety of backgrounds. This includes dealing effectively with people on a one-to-one basis.

KSAO #3: Ability to make general health assessment to recognize emergency situations.

KSAO #4: Knowledge and ability to operate and correctly perform operations on the Veterans Health Administration Information Systems Technology Architecture (VISTA) and personal computer programs (Excel, PowerPoint, Microsoft Word, etc.).

KSAO #5: Ability to perform arterial and venipuncture for specimen collection and prepare microbiology specimens for culture and isolation.

Application Process

Current Sioux Falls VAMC Employees

- Complete and current OF-612, "Optional Application for Federal Employment" or resume.
- Copy of latest performance evaluation
- Responses to Rating Factor (KSAO) listed above, addressed individually on plain sheet of paper or VA 4676a "Employee Supplemental Qualifications Statement". Failure to provide this information will deem the applicant ineligible for

consideration for the position.

External Applicants must submit an application package consisting of:

- Complete and current OF-612, "Optional Application for Federal Employment" or resume. If you are submitting a resume, it must include the following information:
 - A. Announcement Number, Position Title, Pay Plan, Occupational Series and Grade.
 - B. Full legal name and complete mailing address
 - C. Daytime, as well as evening telephone numbers, including area code.
 - D. Country of Citizenship
 - E. Social Security Number
 - F. For experiences most relevant to the position, include name and address of employer, job title, starting and ending dates (month and year), average hours worked per week, supervisor's name and telephone number, and a description of your duties. If the position is (was) with the Federal government, state the series and grade or pay level. Indicate if we may contact your current supervisor.
 - G. Highest Federal Civilian grade held, along with the position title, occupational series and dates held.
 - H. For all colleges/universities attended, provide name, location and dates of attendance. Specify type and date of degree awarded, if any.
 - I. Description of training, honors, awards, recognition, license or certification relevant to the position.
- OF 306, "Declaration for Federal Employment. You must complete this form to determine your acceptability for Federal employment.
- Copy of latest performance evaluation
- SF-50 "Notification of Personnel Action" - Attention all previous and current Federal Status Eligible Candidates and any Veteran who received a career conditional/career appointment based on the Veteran Employment Opportunity Act (VEOA), must provide their last or most recent appointment/promotion SF-50, 'Notification of Personnel Action' which indicates proof of competitive status.
- Responses to Rating Factor (KSAO) listed above, addressed individually on plain sheet of paper or VA 4676a "Employee Supplemental Qualifications Statement". Failure to provide this information will deem the applicant ineligible for consideration for the position.
- If a veteran: Veterans Preference eligible's, including VRA 30% disabled, must submit a legible copy of ALL DD-214's showing all dates of service as well as character of service (honorable, general, ect.). Note: More than one DD-214 may

be needed to show all dates of service. You will be given preference based on the information you submit with your application. Failure to provide this information will deem the applicant.

- Disabled veterans and other veterans eligible for 10-point preference must also submit an SF-15 with current proof of a service-connected disability. 10-point preference will only be given when proper documentation is submitted.

- References: Provide name, address, phone and relationship for three to four references

Each position that you apply for requires a separate application with the Vacancy Announcement for the position for which you are applying printed clearly on the application.

These forms may be obtained through the Human Resources Office or from www.sioxford.va.gov.

Application packages are to be submitted to and received in the VA Medical Center, Human Resources Office, 2501 W. 22nd St., Sioux Falls, SD 57105 not later than the closing date.

For additional information contact Patricia Hinzman, (605) 333-6852 or Patricia.Hinzman@va.gov.

WHAT TO EXPECT NEXT: Once your complete application is received we will conduct an evaluation of your qualifications and determine your ranking. The most highly qualified candidates will be referred to the hiring manager for further consideration and possible interview. We expect to make a selection within 30 days of the closing date of this announcement. You will be notified of the outcome.

EQUAL EMPLOYMENT: Applicants will receive consideration without regard to race, color, sex, religion, partisan political affiliation, national origin, age, physical or mental handicap.

SECURITY: Appointments in the Federal Government are subject to a criminal background investigation.

CONDITION OF EMPLOYMENT: Direct Deposit/Electronic Funds Transfer (DD/EFT) has been established for new civilian employees and employees competitively selected for promotions and reassignments. Employees meeting this definition must enroll in DD/EFT or request a waiver of enrollment. Information will be provided when the job offer is made and during in processing.

This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and/or hiring process, please notify the agency. A decision for granting reasonable accommodation will be on a case-by-case basis.